



Section: 02 ORGANIZATIONAL PLANNING AND PERFORMANCE	Date Revised: May 2017 Supersedes Policy: January 2012	Page: 1 of 1
Subject: 2.02 SERVICE PHILOSOPHY		

Policy

Anago's service philosophy is informed by trauma, violence and evidence, and embraces and anti-oppressive framework using cognitive behavioural interventions while respecting the uniqueness of each individual.

Anago understands that trauma affects the individual, family and community and that, if one is to truly understand others' experiences, the world must be viewed through their eyes. Anago acknowledges oppression where it occurs and works to create communities of justice where all are valued for who they are.

Procedure

Individuals receiving service have the right to make decisions about or refuse or discontinue service within parameters of service agreements. Supporting individuals in the development of skills to build meaningful connections to their communities as active participants is the goal.

By providing a predictable, safe environment within which inadequate or mistaken assumptions about life are no longer reaffirmed, individuals within a supportive environment are offered strategies to build healthy relationships, recognize mistaken assumptions and provided opportunities to try a new set of behaviours and draw new conclusions about life.

Because each individual's behaviour is internally motivated and is their best attempt to satisfy one or more of their basic needs (i.e. survival, love and belonging, power, freedom and fun), linking the individuals' thoughts, feelings and behaviours is fundamental. Interventions are highly interactive, focused and applicable to each individual.

Cognitive behaviour interventions are based on understanding how events and experiences are interpreted and identifying and changing the distortions or deficits that occur in cognitive processing. A trauma-informed approach begins with understanding the physical, social, and emotional impact of trauma on the individual, as well as on the professionals who help them.

Complimentary to this approach, Anago's commitment to a culture of respect and accountability, championing transformation in the lives of the individuals we support.

All management, personnel and program decisions are consistent with effective leadership, trauma informed practices and the cognitive behavioural approach.

Authorized by: 
Executive Director

Date: May 2017